

MARICOPA COUNTY ACCEPTABLE USE FOR APPROVED VENDOR AND NON-COUNTY ENTITY REMOTE ACCESS AGREEMENT

A. Purpose

The purpose of this Agreement is to ensure that approved vendors and non-County entities that are granted remote access privileges to the County network use this privilege to support Maricopa County business strategies, individual department goals, and the efficient and effective delivery of services to Maricopa County citizens.

B. Acceptable Use

Maricopa County computers, Remote Access connections and the IT infrastructure are intended for Maricopa County business purposes only and are to be used solely to carry out the responsibilities associated with performance of County employment or to satisfy specific deliverables as defined in County contracts. Improper use of County-provided resources may result in 1.) suspension of remote access privileges, 2.) permanent removal from the County network, or 3.) other disciplinary action up to and including immediate termination of contract status and initiation of performance penalties. Each individual entity employee granted Remote Access connections will be provided with a personalized Smart Card that may not be shared with any other person. If it is determined that a personalized Smart Card is shared with other individuals, the associated remote access account will be terminated and a formal notification will be sent to the vendor of non-County entity.

C. Non-Disclosure and Confidentiality

Any information obtained by approved County vendors or non-County entities in the course of doing business with Maricopa County is potentially proprietary and/or confidential. This statement sets forth the County's requirements of the contractor with respect to such information.

The approved County vendor or non-County entity shall establish and maintain procedures and controls that are adequate to assure that no information contained in its records and/or obtained from the County or from others carrying out functions under the contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. If, at any time during the duration of the contract, the County determines that the procedures and controls in place are not adequate to ensure security, the County vendor or non-County entity shall institute any additional measure requested by the County within 15 days of the written request to do so.

The approved vendor or non-county entity agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of the contractor as needed for the performance of duties under the contract, unless otherwise agreed to in writing.

I have read and agree with these conditions as a requirement of doing business with the County, and represent that I am authorized to bind my company or non-county entity to this agreement.

Maricopa County Policy Acceptable Use of County Technology Resources		Number: A2609 Revision: 2
Category: Information Technology – Information Systems		Issued: March 1998
Initiated by: Office of the CIO	Approved by: David Smith	Revised: March 2003

A. Purpose

The purpose of this policy is to establish general privileges, responsibilities and restrictions in the use of County Technology Resources by County Employees so that the value of these resources is maximized. This policy supports and permits use of County Technology Resources that is consistent with the law, Maricopa County business strategies, individual department goals, contracted deliverables, and the efficient and effective delivery of services to Maricopa County citizens.

B. Definitions

Acceptable Use: a use of County Computing Resources that is authorized and meets County policies.

Authorized Use: a use of County Computing Resources that is (1) performed according to those designated duties listed within an employee's job description or as assigned by an employee's supervisor or as necessary to carry out the daily duties of the job; or (2) required by a non-employee working for a vendor to satisfy the services contracted by the County; or (3) required by a nonemployee working for another outside organization under an Inter- Governmental Agreement (IGA) to satisfy the duties or services in the agreement.

Authorized Users: all individuals approved to use County Technology Resources. These include County employees (including temporary employees), non-employees providing services or products to the County (e.g. suppliers on contract) and/or non-employees who are given access to County data (e.g. suppliers on contract or outside organizations with IGA's).

County Technology Resource (County Computing Resource): any computing device, peripheral, software, information technology (IT) infrastructure, electronic data or related consumable (e.g. paper, disk space, central processor time, network bandwidth) owned or controlled by the County.

Department Head: the Elected Official, Presiding Judge, or Appointed Department Director serving as the responsible party for conducting business on behalf of the County.

IT Infrastructure: in the context of this policy, includes local and wide area networks (LAN and WAN), communications equipment, hardware (including FAX and telephones), communications software (including the Internet, Intranet, and bulletin board access software), and VPN and/or RAS capabilities for remote access and data distribution.

Improper Use: use of County Computing Resources for illegal, inappropriate, obscene, political, or personal gain purposes. Illegal activity is defined as a violation of local, state, and/or federal laws. Inappropriate use is defined as a violation of the intended use of the IT Infrastructure and County Computing Resources and/or purpose and goal. Obscene activity is defined as a violation of generally accepted social standards for use of a publicly owned and operated communications vehicle.

Network: a System of interconnected County Technology Resources designed to facilitate the sharing of devices and information among local and remote electronic systems used by authorized users.

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C. Policy

Maricopa County Technology Resources are intended to be used for Maricopa County business purposes and are to be used to carry out the responsibilities associated with performance of County employment, County awarded contracts, or approved IGAs. Limited use of County Computing Resources for personal needs is permitted as long as such use is consistent with established County and department policy, and does not inhibit either governmental or administrative use.

Authorized users shall not use County Computing Resources for illegal, inappropriate, or obscene purposes, or in support of such activities. Use of County Technology Resources for political or personal gain is also prohibited.

The County may restrict the use of specific County Computing Resources through additional policies and standards. Individual departments within the County may further restrict the use of their County Computing Resources through their own supplemental department policies, standards, guidelines and procedures.

All use of County Technology Resources for electronic communication must present Maricopa County in a manner that preserves the County's good reputation and high standards of professionalism. Any electronic communication that constitutes a significant representation of Maricopa County to the Public, must be approved by the appropriate County Department Head or their designee. Consequently, any electronic communication discovered on a County site that is deemed inappropriate and/or has not been approved will be disconnected, with any incurred charges billed to the owning department. Alternatively, the owning department's web site may be disconnected from the County site until compliance is achieved.

Distribution and retention of any information accessed through County Computing Resources must follow County policy, Public Record Laws, and all state and federal regulatory requirements.

Improper use of County Technology Resources or any violation of this policy may result in disciplinary action up to and including termination of employment or contract status. Unacceptable usage is just cause for taking disciplinary action, suspension or reduction of computer privileges, revoking networking privileges, initiating legal action (civil or criminal), or notifying the appropriate authorities for further action.

The County shall have software and systems in place that monitor and record computer usage. Every computer site visited, including on the Internet/Intranet or email system, must be traced back to the originator. The County is able and reserves the right to monitor all traffic on the network, including but not limited to Internet/Intranet and email use, at any time, without prior notice or warning to the user. Anyone using County Computing Resources has no expectation of privacy in the use of these tools or any content therein.

Examples of Unacceptable Use: (The following provides some examples of, improper uses of County Computing Resources. Improper use of County Computing Resources is not limited to these examples.)

- Pursues illegal activities such as anti-trust or libel/slander.
- Violates copyrights (institutional or individual) or other contracts (license agreements). (e.g. downloading or copying of data or software or music that is not authorized or licensed).

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- Knowingly, or with willful disregard, initiates activities that disrupt or degrade network or system performance, or that crashes the network or other systems or that wastefully uses the finite County Computing Resources.
- Uses the County Computing Resources for fraudulent purposes.
- Performs gambling activities or other illegal schemes (e.g. pyramid, chain letters, etc.).
- Steals intellectual property, data or County Computing Resources.
- Misrepresents another user's identification (forges or acts as), or gains or seeks to gain nonauthorized access to another user's account/data or the passwords of other users, or vandalizes another user's data.
- Views, retrieves, saves, or prints text or images of a sexual nature or containing sexual innuendo (e.g. accessing adult oriented sites or information via the Internet/Intranet).
- Invades systems, accounts, and networks to obtain non-authorized access to and/or to do damage (hacking). This includes non-authorized scans, probes, or system entries.
- Intentionally intercepts and modifies the content of a message or file originating from or belonging to another person or computer with the intent to deceive or further pursue other illegal or improper activities.
- Knowingly or with willful disregard propagates destructive programs into County Computing Resources (e.g., worms, viruses, parasites, trojan horses, malicious code, email bombs, etc.).
- Uses County Computing Resources to conduct commercial or private business transactions, or supports a commercial/private business other than County business (e.g. using fax machines or telephones to further an employee's commercial/private business endeavors).
- Promotes fundraising or advertising of non-County organizations that have not been pre-approved.
- Generates or possesses material that is considered harassing, obscene, profane, intimidating or threatening, defamatory to a person or class of persons, or otherwise inappropriate or unlawful including such material that is intended only as a joke or for amusement purposes.
- Discloses protected County data (confidential, private, or best interest) via County Computing Resources without proper authority.
- Fails to comply with the instructions from appropriate County staff to discontinue activities that threaten the operation or integrity of County Computing Resources, or are deemed inappropriate, or otherwise violate this policy.

D. Authority and Responsibilities:

All Authorized Users:

- Are responsible for understanding and adhering to this policy.
- Should understand that any login to or access of any County Computing Resources constitutes their acknowledgement and acceptance of all County IT related policies.
- Must sign and submit an Acceptable Use Acknowledgement Form.

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- Must declare their identity and declare their affiliation with Maricopa County whenever County Computing Resources are used.
- Should understand that using County-provided equipment and software has no expectation of privacy in the use of these tools or any content therein.
- Are required to keep all electronic communications professional and follow established policies regarding workplace professionalism.
- Are responsible to protect and secure their County Computing Resources from non-authorized or improper use.
- Are responsible for following and adhering to the “use” restrictions of any external organization that they access or interface with.
- Who encounter or receive any material that violates this policy must immediately report the incident to the employee’s supervisor and notify the sender that such communication is prohibited under County policy.
- Believing that any of their accounts have been tampered with in any way, are responsible for contacting their PC/LAN Manager or designee via the most expedient means possible.

The County (Department Heads):

- Shall monitor departmental use of its own County Computing Resources, at any time, without prior notice or warning to any user of its County Computing Resources.
- May investigate excessive network traffic or bandwidth usage (high browser use or message volume) for improper use of Maricopa County Technology Resources.
- May request access to email, Internet/Intranet and/or other County Technology Resource usage information for their organization at any time to ensure compliance with this policy (request must be made by Elected Officials, Presiding Judge, or Appointed Department Directors).
- Are responsible for identifying the authorized users of County Technology Resources.
- Are responsible to ensure compliance with this policy.
- Are responsible for initiating the approved County “Acceptable Use” banner for all their entry points into County Computing Resources (see approved County Acceptable Use Banner that includes a link to this policy – A2609).
- Are responsible for defining approved agency business and network utilization practices.
- Are responsible for providing acceptable use training to their employees.
- Shall notify the Office of the Chief Information Officer (OCIO), Internal Audit (IA), and the Network Security Officer (NSO) of any suspected violation of this policy upon discovery.
- Shall initiate the appropriate disciplinary action to respond to violations of this policy.

The Office of the Chief Information Officer:

- Will coordinate requests for technology usage information that involves enterprise servers or enterprise application services or non-employees.
- Will facilitate, if appropriate, the utilization of external resources including civil or criminal investigators to examine suspected violations (unless the department has its own email system).
- Will review this policy on an annual basis with IA and NSO.

The Network Security Officer:

- Will coordinate with all departments on the development of their own internal policies, standards, guidelines and procedures for acceptable use.
- Will coordinate with all County IT departments to insure that they have software and systems in place that can monitor, record and report computer usage.
- Will develop standards, guidelines and procedures to support this policy.
- Will develop training and orientation materials for all employees, suppliers, and other parties who use County Technology Resources.
- Will report to executive management on acceptable use.

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Internal Audit:

- Will evaluate departmental policies, standards, guidelines and procedures on acceptable use.
- Will establish criteria and procedures for auditing acceptable use.
- Will perform periodic annual audits on acceptable use.

E. Related Documents:

- ☒ Refer to Procedure – N/A
- ☒ Refer to Standard – N/A
- ☒ Refer to Guideline – N/A